
From: Water Resources
Sent: Sunday, May 1, 2022 12:03 PM
To: Water Resources
Subject: Burlington Water Resources: Annual Hydrant Flushing for 2022

Hello,

Our records indicate that you own, manage or lease a property in Burlington and may be interested in water quality disturbances. Burlington Water Resources plans to begin inspecting and flushing all fire hydrants on Tuesday 5/3/22. This annual event is a vital component of our preventative maintenance plan to ensure the distribution system is delivering the best possible water and all hydrants are in working order. The current schedule shows us beginning flushing exercises on Carrigan Drive, University Place, Colchester Avenue and East Avenue. Please review the details below and share with anyone who lives or works at your property. Our apologies if this information is redundant as we have already shared similar details on our bills, Front Porch Forum and our website earlier in April.

Process Description

Field Services will be conducting most flushing exercises during the work week between 7:30-2:30 and will be in a clearly marked DPW vehicle. We will visit each City owned fire hydrant, attach a diffuser to the outlet, open it fully and flow the water at a high velocity until it clears. A diffuser is attached to the hydrant so our sidewalks, roads and unpaved surfaces are not damaged by the velocity. The flushing route is optimized so each water main (major and minor) is completed along with the related side streets before advancing to another area. The condition of the hydrant and relevant flushing details are electronically recorded onsite and updated to GIS in real time. We will be exercising 969 hydrants and expect the process to take approximately four months.

Customer Impacts

Residents can expect localized discoloration at the tap and fluctuating water pressure while the hydrants closest to them are being operated. Properties located in the vicinity of several hydrants may be impacted to a greater extent. Discoloration occurs when the naturally forming minerals and sediments that accumulate in water mains are disturbed by the flushing process. Water throughout the distribution system will remain safe to drink; however, we recommend waiting until water quality is restored before using it for drinking or laundry. This will ensure you are receiving the best possible water and will eliminate the possibility staining clothing or drawing sediment into the hot water tank. In order to restore water clarity, we advise running a cold water tap for several minutes or until the discoloration is gone. This is most effective when done after we have finished flushing the hydrant(s) in the immediate area.

Resources & Questions

We will post the daily flushing schedule on our website and you can also track our real time progress through an interactive hydrant map. Those tools and other relevant information about hydrant flushing and maintenance can be found at burlingtonvt.gov/water/Hydrants. We also use a variety of platforms to send information about projects, events and critical service updates like hydrant flushing. Stay in the loop, sign up today at burlingtonvt.gov/water/StayConnected. If you have additional questions or concerns, please reach out to us at water-resources@burlingtonvt.gov or 802-863-4501.

We appreciate your support during this critical annual maintenance event. Thank You.

WATER RESOURCES CUSTOMER CARE ASSOCIATE

Customer Care, Billing & Metering Services

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